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## Webcast Viewing Technical Information:

The same link you were provided will be available for on-demand viewing right after the event.

DHS uses Mediasite for our webcasting platform.  Mediasite uses Silverlight to allow viewers to watch videos via the web on a PC/Mac.  For best results in viewing a webcast one should use Internet Explorer, Firefox, or Google Chrome.
To verify that you can watch a webcast follow this link to test your connection…
https://support.sonicfoundry.com/Training/ViewingRequirements

If you are unable to view webcasts then verify you have the latest Silverlight player at http://www.microsoft.com/silverlight/ or contact your **IT department** for the necessary upgrades.

*Live* events are available for viewing via a PC, Mac, and an iOS/Apple device only.
For iOS devices, the Mediasite Player is available via the App Store for free.
https://itunes.apple.com/us/app/mediasite-mobile-app/id483259660?mt=8

On-demand events are available for viewing on "All" platforms including Android devices.

While viewing the webcast if you experience buffering (video pauses), check to verify your Internet connection.  This has to do with your specific site, and whether or not you have sufficient bandwidth to view the webcast.

## Internet Explorer specific browsing:

Screen is stuck at "The presentation has not started yet": In IE in the upper right corner of your tool bar is a "wheel".  Click on that and then select "Compatibility View Settings" from the drop down menu.  In the new frame select "wi.gov" and click add.  Close that frame and refresh your web browser.

During a webcast: If your slides are frozen please refresh your browser with the refresh icon or F5.

We hope this will help you connect to our webcasts.

*{ Courtesy of the DHS IT Staff }*

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